DOCUMENT RESUME

ED 402 926 IR 056 221

AUTHOR	Giesecke, Joan, Ed.
TITLE	Practical Help for New Supervisors. Third Edition.
INSTITUTION	American Library Association, Chicago, Ill.
REPORT NO	ISBN-0-8389-3467-6
PUB DATE	97
NOTE	117p.
AVAILABLE FROM	ALA Editions, American Library Association, 155 North Wacker Dr., Chicago, IL 60606-1719 (ALA Order No. 3467-6-2068; ALA members: $19.80; non-members: $22).
PUB TYPE	Books (010) -- Guides - Non-Classroom Use (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	*Administrator Guides; Conflict Resolution; Cultural Differences; Decision Making; Diversity (Institutional); Interpersonal Communication; Interviews; Libraries; *Library Administration; *Library Personnel; *Supervision; Supervisor Qualifications; *Supervisory Methods; Time Management
IDENTIFIERS	Management Practices; *Management Skills; Performance Monitoring

ABSTRACT

New supervisors often come to management positions with experience and expertise in their specialty, but with little or no training in how to supervise. Aimed at the new library supervisor, this publication addresses basic supervisory skills and provides practical information needed by supervisors. As library organizations become more complex, supervisors must address issues of working in a diverse workplace serving a diverse clientele. In addition, as organizations learn to live with constant change, supervisors may spend more and more time resolving conflicts and helping staff learn to work in a more flexible environment. Past and present members of the American Library Association LAMA (Library Administration and Management Association) Personnel Administration Section, Supervisory Skills Committee provide advice for new supervisors. The chapters are: (1) "On Becoming a Supervisor" (Joan Giesecke); (2) "Interviewing" (Thyra K. Russell); (3) "Orienting the New Library Employee" (Katherine Branch); (4) "Appraising Performance" (Joan Giesecke); (5) "Rewarding Employees Nonmonetarily" (Irene M. Padilla and Thomas H. Patterson); (6) "Communication Skills" (Abby Kratz and Melinda Flannery); (7) "Conducting Effective Meetings" (Myrna J. McCallister and Thomas H. Patterson); (8) "Managing Work Time" (Mary Nofsinger); (9) "Managing Diversity" (Marilyn Okrent); and (10) "Conflict Resolution" (Karen Jette). Suggested readings for each topic and a subject index for the entire publication are provided. (Author/SWC)

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